City of Portland Job Code: 30000479

CLASS SPECIFICATION Workers Compensation/Disability Analyst

FLSA Status: Exempt Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, reviews, analyzes and investigates standard to moderately difficult workers compensation and disability claims and makes determinations of compensability in accordance with requirements of state and local law, code and regulation; establishes case claims reserves within authorized limits; performs case management functions; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Workers Compensation/Disability Analysts are responsible for analysis and adjudication of workers compensation and disability claims cases of standard to moderate difficulty. Incumbents perform analyses, investigations and other case management functions to determine whether injuries and illness are occupationally related, to establish the level of compensable benefits in accordance with state and City legal requirements and to facilitate employee return-to-work as soon as medically appropriate, where feasible. Incumbents are expected to perform their responsibilities independently and apply sound professional judgment in reaching determinations that are fair and compassionate to employees while protecting the City from unnecessary costs.

Workers Compensation/Disability Analyst is distinguished from Senior Workers Compensation/ Disability Analyst in that incumbents in the latter class are responsible for adjudication of the larger and more complex claims involving difficult medical and physical conditions and higher potential costs for benefits and case resolution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

- Analyzes and investigates workers compensation and disability claims; makes determination of
 compensability in accordance with the provisions of state and City law and regulation, subject to
 supervisory and/or legal review; works with City Attorney's Office or legal counsel on difficult or
 ambiguous issues; establishes workers compensation case claims reserves within authorized limits;
 makes determinations regarding non-occupational injury or other aggravations to employee medical
 conditions and pursues subrogation processes against third parties.
- 2. Performs medical case management of injured employees, including evaluation of medical treatments for appropriateness and ordering independent medical examinations and physical capacity evaluations; authorizes and processes bills for medical treatment; works with bureau managers and

supervisors, treating physicians and employee representatives to facilitate early return-to-work for employees, including coordinating light duty assignments, making work site accommodations or developing modified duty placements; performs vocational rehabilitation case management, including assisting in developing and presenting vocational rehabilitation plans for approval and monitoring their implementation and progress.

- 3. Conducts periodic claims reviews with bureau representatives to apprise them of the status and expected costs of pending claims; assists bureaus in addressing non-workers compensation-related issues having an impact on case resolution; explains legal obligations regarding employee reemployment/reinstatement and incentives for participation in state reimbursement programs applicable to return-to-work of injured employees; trains bureau supervisors and timekeepers on workers compensation program and payroll-related issues.
- 4. Oversees the payment of approved claims; monitors time loss and medical status to appropriately reduce benefits according to provisions of the City Charter.
- 5. Serves as an information resource for injured employees and their families during disability periods, maintaining contact, answering questions and providing guidance on procedural matters.

OTHER DUTIES

- 1. May write claims analysis reports for presentation to the Board of Trustees for the Fire and Police Disability and Retirement Fund (FPDR).
- 2. May provide lead work direction and guidance to claims technicians and office support staff.
- 3. Orients new Police Officers and Firefighters on their retirement and disability benefits.

MINIMUM QUALIFICATIONS

Knowledge of:

- 1. Provisions of Oregon state law, workers compensation rules and case law pertaining to administration of the City's workers compensation program, including provisions regarding occupational injuries, vocational rehabilitation, accommodation of injured workers and claims adjudication requirements.
- 2. Provisions of City Charter and Code applicable to adjudication of disability claims for sworn police and fire personnel.
- 3. Principles, practices, methods and techniques of claims management and benefits adminis-tration, including case management, reserving standards, investigation, subrogation, and return to work.
- 4. Federal and state laws establishing workers' rights relevant to areas of responsibility.

- 5. Jurisdiction, functions and procedures of the Oregon Workers Compensation Appeals Board and its rating system for occupational injuries.
- 6. Medical terminology, anatomy and the care and treatment of occupational injuries and diseases.
- 7. Procedures, processes and requirements for the litigation of disputed workers compensation case determinations.
- 8. Principles and practices of business communications.

Ability to:

- 1. Understand, interpret, explain and apply federal, state and local law, rules and court decisions applicable to the adjudication of workers compensation and disability claims.
- 2. Read and interpret medical records, case investigations and physical capacity evaluations and reach sound conclusions regarding eligibility for benefits payments and return-to-duty capability.
- 3. Calculate eligible benefits and establish accurate and reliable case reserves in accordance with accepted reserving practices and standards.
- 4. Communicate effectively, orally and in writing.
- 5. Negotiate effectively on behalf of the City within established limits.
- 6. Prepare clear, concise, accurate and comprehensive documentation, records, reports and other written materials.
- 7. Maintain highly confidential and sensitive information, records and files.
- 8. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and employee situations.
- 9. Establish and maintain effective working relationships with City managers, supervisors, injured and ill employees and their representatives, medical providers, third party administrators, attorneys and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, human resources management or a closely related field; and one year of responsible professional experience analyzing, investigating and adjudicating workers compensation or disability claims; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A current Oregon Workers Compensation Claims Examiner certification.

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-

2002. This class is composed of positions from the following class(es):

846 RISK SPECIALIST. Adopted: 07-01-92

Revised: 05-31-05 (Revised wording of certification)

June 2009 - Change Job Class number from 7181 to 30000479, due to system change.